

TOLLGATE GARDENS

NEWS



BRINGING YOU THE LATEST NEWS FROM TOLLGATE GARDENS



Roof top view of Tollgate Gardens, taken in October

TOLLGATE GARDENS WELCOMES RETURNERS AND NEW RESIDENTS

Welcome to the latest Tollgate Gardens newsletter, keeping you up to date with what's happening on your estate.

Not only are we celebrating the festive season, dozens of you have now joined your neighbours, returning to well-designed new homes on the estate. We are excited for many more to join the community soon.

We are delighted to have you in our new estate which is the first council estate regeneration project to be completed in Westminster in a generation. The completion of the new homes and green spaces at Tollgate Gardens marks the halfway point in achieving our goal of delivering 1,850 new affordable homes across Westminster

by 2023. Programme Director Dermot Moloney said:

"Seeing residents returning to Tollgate and settling into their new homes is really exciting."

"We have worked closely with residents over many years to ensure we deliver a modern estate that meets their needs. It's so rewarding to see the community continue to flourish."

"Thank you for your cooperation during these works. We wish you and your families a wonderful festive season."

WORKS UPDATE

Tollgate House is currently receiving final finishing touches and is due to be complete by Spring 2021.

We've been in touch with residents directly about the works, including how to contact the site team for more information.

We can assure you that the entrance to your block remains safe and that a fire strategy is in place.

If you have any queries, please contact ENGIE at **07711026247** or email us at **tollgategardens@westminster.gov.uk**

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WESTMINSTER CONNECTS

Westminster Connects helps vulnerable people across the City.

Phone

020 7641 1222

Email

westminsterconnects@westminster.gov.uk

Website

westminster.gov.uk/coronavirus

GETTING TO KNOW YOUR NEIGHBOURS

We have had lots of conversations with returning residents about their experiences since moving back to Tollgate Gardens. Get to know some of your neighbours below. If you would also like to share your story with the community, please contact us at tollgategardens@westminster.gov.uk



Miss Dimanaao and her daughter Cristine at home



Miss Dimanaao

Ms Dimanaao and Cristine

Ms Dimanaao's daughter Cristine told her story as she has more fluent English. Ms Dimanaao is originally from the Philippines and speaks Tagalog. Her daughter Cristine lives nearby and visits her mum with her grandkids regularly (when rules allow).

"Mum has lived in Westminster since 2006 and is happy with her experience at Tollgate Gardens. During her time in her temporary housing, she struggled with the

accessibility of the building but now finds life a lot easier as she can use the lift to get in and out. She suffers with minor mobility issues so it's important that she has accessible housing."

"She loves her home. The kitchen is a great space for her as she loves cooking. The house is good for hosting, and she regularly has me and my kids over. Her best friends live nearby so they often visit and make use of the terrace area."

"She also loves the shops around the area. She loves her local community and spends most of her spare time meeting her friends out locally."

"Mum is overwhelmed with happiness to be back in Tollgate Gardens. She has been really looking forward to coming back, her favourite things are being near her friends that she gets to connect with so regularly at the shops."



Ms Belay Bisrat enjoying her outdoor space



Ms Belay Bisrat at home

Ms Belay Bisrat

"I have lived here since mid-October and feel it will provide me a good quality of life. I have lived in the area for 19 years, I moved here from St John's Wood and I am happy to have moved into Tollgate Gardens. I have

such a nice flat and I love the views.

The community is nice, I know quite a few people in the area and there is always a friendly face to say hello to.

It's great that we have the beautiful gardens, I can see these out of my window. I am looking forward to seeing the gardens flourish throughout the seasons."

ENJOY YOUR NEW GARDENS

Make the most of the outdoor areas at your new estate.



Challenge your friend or family to a game of table tennis



Take a stroll through the beautiful gardens



Take a seat with a friend and catch up



Make the most of the green landscaping



Keep your kids active with playtime at the playground

GET INVOLVED IN YOUR COMMUNITY

In 2021, Westminster's Housing Services team is looking forward to supporting community life at Tollgate Gardens. For example, this could be through safe events and activities in your community centre or outdoor spaces to help residents get to know one another. It's more important than ever that we – from all backgrounds and ages – come together. We'd love to hear how best we can do this.

- ▶ Do you want to get involved in the newly forming community?
- ▶ Have you got skills and ideas you want to offer for the benefit of residents on the estate?
- ▶ Do you want to help neighbours meet and have fun, both inside your new community centre and outside in the gardens?

We would really like to hear from you, please get in touch with our Resident Engagement team at housing.enquiries@westminster.gov.uk or call **0800 358 3783**.



CHRISTMAS AT TOLLGATE GARDENS

Whilst we won't be able to celebrate the festive season with you as we normally would this year, we hope you are able to get a bit of Christmas joy from the advent calendar we've sent to residents on the estate. We have also arranged for a Tollgate Christmas Tree in the middle of your new gardens by early December, which we hope will bring some festive cheer to you and your families. Be sure to use the hashtag #tollgatexmas when posting your pictures on social media.

We can't wait to see them, Merry Christmas!

PARKING PERMITS ON THE ESTATE

You are now able to apply for a resident parking permit for the new covered car parks on the estate. The permit costs £310 a year, but is free for White Badge holders. Please request an application form by emailing Olivia.Ross-Jones@rendallandrittner.co.uk



WE ARE HERE TO HELP DURING COVID-19

Westminster City Council is keeping our communities safe by ensuring everyone can access support.

If you or anyone you know needs help as a result of COVID-19, our Westminster Connects volunteers are ready to help. Our team can help with anything from safely delivering food and medicine, to having a chat over the phone.

You can refer someone to us or access this service yourself by:

- ▶ emailing us at westminsterconnects@westminster.gov.uk
- ▶ filling out the form at westminster.gov.uk/ask-help
- ▶ calling us on **020 7641 1222** (8am–10pm, seven days a week)

For the latest information on the council's response to Covid-19, please visit our website: westminster.gov.uk/coronavirus



LOOKING AFTER YOUR MENTAL HEALTH

We know that for many people the current coronavirus situation may result in feelings of anxiety, loneliness or depression.

It's completely normal to feel bored, frustrated or lonely. You might also feel low, worried, anxious, or concerned about your health or that of those close to you. It's important that you take care of your mind as well as your body and to get further support if you need it.

If you need support with your mental health and wellbeing or someone to talk to, please call your GP or visit our website: westminster.gov.uk/mental-health-advice-support



GETTING TESTED FOR COVID

Our semi-permanent, walk-through testing centres are open seven days a week, from 8am to 8pm. Find the locations on our website: westminster.gov.uk/CovidTest

For all testing sites, a test must be booked in advance at NHS online or by calling 119. You should only get a test if you have coronavirus symptoms or have been asked to get tested.

CONTACT US

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We recommend emailing the council to receive a quicker reply, as many staff are working remotely.

Westminster City Council
westminster.gov.uk

If you would prefer not to receive future copies you can let us know at any time by emailing **UNSUBSCRIBE** to tollgategardens@westminster.gov.uk quoting your mailing address.

FEEDBACK

What would you like to hear more about? We would love to hear your feedback and welcome suggestions for future newsletters. Please get in touch.

